



United Utilities Water Limited
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington WA5 3LP

Telephone: 01925 237000

unitedutilities.com

Our ref: EIR/ID723
Date: 18/03/2026
Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

Thank you for your request for environmental information. We appreciate your interest, and we want to let you know that your request has been carefully considered in accordance with the Environmental Information Regulations (EIR).

Your request(s):

On 04/11/25, United Utilities undertook three responsive tanker movements of 'combined effluent' from Ambleside Wastewater Treatment Works to Kendal Wastewater Treatment Works. Please can you provide an explanation as to why this tankering was undertaken, given that Ambleside Wastewater Treatment Works had begun spilling on 03/11/25 and the spill did not cease until 07/11/25?

Our response:

Our local Wastewater Network Team have confirmed that the tankering which took place on 4 November 2025 was to prevent surcharge within the sewerage network and potential flooding from a manhole outside the Rothay Manor Hotel.

The tankered flows were transported to Kendal WwTW, where they were held until the flow at this works had returned to normal and the tankered loads could be treated and returned to the environment as part of the final effluent from the works.

We hope that this response answers your request. However, if you're not satisfied with how we've handled it, you can request an internal review. To do this, please write to us at Environmental Information Office, Haweswater House, Lingley Mere, Warrington, WA5 3LP or email us at EIRRequests@uuplc.co.uk, addressing your request to [REDACTED], and explaining why you're unhappy with our response. We'll be very happy to review your request and ensure we've done everything we can to assist you.

Any request for an internal review should be made within 40 working days of receipt of this response, and we will reply within 40 working days from receipt of the request for internal review.

Many thanks